

**UNISON**  
**CYMRU/WALES REGION**  
**R11/36 SECRETARY**  
**CARDIFF OFFICE**

**JOB DESCRIPTION**

Grade: 7

Hours: 35 per week

Location: UNISON Regional Office - Cardiff

Reports to: Senior Team Support Worker

Accountable to: Head of Corporate Services

**Overall Summary**

The post holder will be expected to undertake an extensive range of secretarial duties for Regional Organisers (and members of the Regional Management Team as required) including the use of all aspects of information technology systems.

**Key Tasks and Responsibilities**

- Secretarial and related duties.
- Maintaining and co-ordinating diaries, arranging meetings and travel arrangements.
- Drafting letters and other correspondence.
- Arranging meetings, preparing Agendas and taking Minutes.
- Filing and photocopying.
- Dealing with a wide range of telephone enquiries from both internal and external sources and making an initial response.
- Contacting new members to welcome them to UNISON and check membership details are correct.

- Use of the full range of computer based services, including word-processing, spreadsheets, e-mail and use of the Intranet and Internet to make straightforward enquiries.
- Being involved with Casework by supporting the Regional Organiser on his/her cases.
- Maintaining and developing a range of office systems, including filing.
- Working as part of a team and assisting other colleagues in the office as appropriate, including reception cover if needed.
- Providing support for regional campaigns and ballots and the organisation of conferences and seminars, as appropriate.
- Supporting recruitment activities, as organised by the Regional Organiser.

### **General**

Any other duties relevant to the overall responsibilities of the post.

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**PERSON SPECIFICATION AND SELECTION CRITERIA**

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, gender, sexuality, disablement or age (up to 65). This Person Specification is designed to help members of Interviewing Panels judge the qualities of the interviewees in a systematic and consistent way and in accordance with UNISON's equal opportunities policy. It is given to all job applicants for information.

**Communication**

Ability to present information in written or oral form in a clear and concise manner.

Ability to communicate effectively in written or oral form with a wide range of internal and external contacts, to include advising members of union benefits and services.

Ability to work on own initiative and also as a team member.

Good written communication skills to take detailed, accurate messages and compose routine correspondence.

Good interpersonal skills.

**Administrative**

Ability to maintain accurate records and information retrieval systems, including setting up and maintaining filing systems.

Administration experience and knowledge of office procedures both manual and electronic.

Ability to prioritise own work.

Good time management skills.

**Specialist / Technical**

Ability to update and maintain data systems.

Fast, accurate keyboard skills – minimum 50 wpm

Ability to use all Microsoft Office applications (Word, Excel, Outlook, Powerpoint, Teams)

Ability to arrange meetings, prepare agendas and take minutes.

Deal with members' queries including accessing appropriate databases to provide initial information or advice.

To be involved with preparation and attendance at recruitment/equal pay events.

Ability to operate office equipment e.g. photocopiers, printers etc.

**General/Other**

Commitment to and an understanding of equal opportunities.

Knowledge, commitment to and an understanding of UNISON's aims and values and of trade unions.